



**CITY OF SAN DIEGO
EMPLOYMENT OPPORTUNITY
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#T2418 POLICE DISPATCHER

***SALARY: \$3529 to \$4256, Monthly, effective 12-20-03**

APPLY: FIRST DATE: September 26, 2003

LAST DATE: Open

This announcement serves to establish/maintain an eligible list for current/future vacancies that occur in the classification(s) specified above. **Please apply promptly.** Although the last date to apply is currently "OPEN", the application filing period may be closed with five days notice.

NOTES:

1. Salary includes 5% night differential.
2. Individuals who have a California P.O.S.T. Basic Dispatcher Course Certificate will receive 5% additional pay.
3. The Police Communications Center is in operation 24 hours a day, seven days a week. There are five shifts staffing the center day, evening, and night – 10 hours per shift, 4 days a week, with 3 consecutive days off. Dispatchers may be rotated to a different shift every four months.
4. Possible promotional career opportunities include Police Lead Dispatcher, Police Dispatch Supervisor, Police Dispatch Administrator and Program Manager.
5. Selected candidates will undergo a comprehensive character and background investigation including a polygraph (lie detector) examination and fingerprint check prior to hire. Felony conviction and misdemeanor domestic violence convictions are disqualifying.

REQUIREMENTS: You must meet the following requirements on the date you apply, unless otherwise indicated.

EXPERIENCE: One year of full time experience as a Radio Dispatcher in public safety **OR** as an FAA Air Traffic Controller. **NOTE: Experience as a Dispatcher for taxis, buses, tow trucks, private security systems, paging services, automobile clubs, or military radio communications is NOT qualifying for this position. Individuals who are interested in dispatching positions who lack the required experience for Police Dispatcher should apply for the entry level position of 911 Emergency Dispatcher (Dispatcher I).**

DUTIES: THIS JOB REQUIRES MULTI-TASKING SKILLS AND THE ABILITY TO MAKE QUICK DECISIONS. Police Dispatchers operate a Computer Aided Dispatch radio console to monitor an assigned radio frequency to identify the status of Police field units. Each Police Dispatcher is responsible for an average of 35 field units at any one time. Duties include dispatching emergency field units by radio voice communication to crime scenes and/or to provide aid and assistance; determining the relative priority for each incident and the needed response for situations ranging from minor vehicle accidents to high speed chases and homicides; updating incident information by typing on a computer console keyboard and broadcasting radio messages to field units during emergencies.

HOW TO APPLY: If you meet the minimum requirements, there are three ways to apply for Police Dispatcher, as specified below:

- *(1) **If you have not taken the Police Dispatcher (#T2418)/Dispatcher I (#T2416/#T2417) test or it has been at LEAST six full months since you last took and failed the test,** you will be provided with an Application/Supplement to complete when you take the Performance Test. This application will require you to provide your work history information. The dates for the Performance Test are listed on the attached sheet. Tests are given periodically and are on a "first come – first served" basis (i.e., persons will be turned away once all available test slots are filled.) Due to limited test space, only 60 individuals can be tested per test date.
- (2) **TEST WAIVER: If you have previously passed this test AND your eligibility has expired** for any of the following examinations: #T2418- Police Dispatcher; #T2416- 911 Emergency Dispatcher (Dispatcher I); or #T2417- 911 Emergency Bilingual Dispatcher (Dispatcher I – Bilingual), you should obtain a Dispatcher I /Police Dispatcher Waiver Application from the City of San Diego Employment Information Center. A copy of your Notice of Qualifications/Test Results must be attached to your completed application.
- *(3) **TEST WAIVER: If you have previously passed the CritiCall Dispatcher Test administered by another agency with scores that meet the standard established by the City of San Diego,** you should obtain a Dispatcher I /Police Dispatcher Waiver Application from the City of San Diego Employment Information Center. **NOTE:** The modules contained in the CritiCall examination may vary from agency to agency. Therefore, the test you took must contain all of the test modules included in the City of San Diego examination.

THE SCREENING PROCESS will consist of the following:

1. **APPLICATION**: All properly completed applications will be evaluated for applicable education, experience, and/or training.
2. **PERFORMANCE TEST**: The Performance Test is a work simulated computer based test which may include, but is not limited to, the following factors: **Data Entry**: the ability to read written data and accurately enter that data using a keyboard; **Data Entry (Audio)**: the ability to hear audible data and accurately enter that data using a keyboard; **Call Summation 1**: the ability to hear, comprehend, and summarize audible information; **Call Summation 2**: the ability to hear and comprehend audible information while accurately entering that information using a keyboard, and to subsequently use that information; **Cross Referencing**: the ability to locate information, requested in writing, on a written list and to correctly/accurately respond using a keyboard; **Cross Referencing (Audio)**: the ability to locate information, requested audibly, on a written list and to correctly/accurately respond using a keyboard; **Character Comparison**: the ability to compare and contrast written data; **Memory Recall**: the ability to learn and later recognize associated information; **Memory Recall – Numeric (Audio)**: the ability to hear data (number sequences), memorize it, and then use a keyboard to accurately enter the data; **Prioritization**: the ability to evaluate and analyze information in order to prioritize or categorize incidents; **Map Reading**: the ability to use maps for determining routes and locations; **Spelling**: the ability to correctly spell words according to the context in which they are being used (i.e., homonyms); **Sentence Clarity**: the ability to select the written passage that is the most clearly written; **Reading Comprehension**: the ability to read and comprehend written passages; and **Decision Making**: the ability to make decisions quickly and accurately and to correctly signal the response using a computer.
QUALIFYING ONLY

RE-EXAMINATION ELIGIBILITY: If you fail the Performance Test (#T2418, #T2416, or #T2417) you may reapply to be retested six months after the date of your most recent application for this examination, provided we are still accepting applications.

PERSONAL HISTORY STATEMENT: Successful candidates must submit a Personal History Statement to the Police Department. Information regarding this step of the process will be provided at a later date.

ELIGIBLE LIST: Candidates who are successful in all parts of the screening process described above will be placed on a **one category** eligible list which will be used to fill position vacancies during the next **two years**. Category placement will be based on each candidate's final score as follows: **CATEGORY 1**: 70 and above. For each vacancy, candidates may be contacted by the hiring department for an interview.

PRE-EMPLOYMENT REQUIREMENTS: Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which **may** include, but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; background investigation; polygraph examination; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice and the Federal Bureau of Investigation for a conviction record report. All of these processes must be successfully completed before employment begins. **Note**: Misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification or termination of employment.

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THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • "WORKING HARD TO KEEP SAN DIEGO WORKING"

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants with disabilities who require testing accommodations may call (619) 236-6358. To obtain this information in alternative formats, persons with disabilities may call (619) 236-6467 or for TT (619) 236-6776.

APPLICANT INFORMATION

APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

FALSIFICATION: Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history, may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

The provisions of this bulletin do not constitute an expressed or implied contract.

DIVERSITY BRINGS US ALL TOGETHER